

[? Help](#)

Job details

Job 1 of 1

[Apply to job](#)[Send to friend](#)[Save to cart](#)[View similar jobs](#)**Supplemental**

Please click on the link below to access the Supplemental Application Questionnaire Form:

[Click to view Supplemental Application Information](#)

Applicants must complete and submit a mandatory Supplemental Questionnaire as an integral part of their application. The link to the Supplemental Questionnaire Form is located in the "Application and Filing Information" Section below.

Bulletin Number 36312BR**Type of Recruitment** Open Competitive Job Opportunity**Department** Mental Health**Position Title** INFORMATION TECHNOLOGY SUPERVISOR**Exam Number** 22598B**Filing Type** Open Continuous**Filing Start Date** 06/04/2014**Salary Type** Monthly**Salary Minimum** 7293.36**Salary Maximum** 9565.56

Position/Program Information Serves as the Manager over the Providers Support Office and leads staff in performing some of the higher-level technical and business analyst functions. Some of these duties include creating scripts and executing imports and uploads, managing the integration of the service/provider/revenue codes and the funding source and fee definition tables, conducting electronic file transfers, and monitoring Countywide performance and connectivity issues for the Information System (IS) and the Integrated Behavioral Health Information System (IBHIS).

Essential Job Functions

- Plans, assigns, directs and evaluates the work of Information Systems Analysts and lower level staff engaged in the configuration and implementation of IBHIS and the ongoing data maintenance efforts in the IS, which includes maintaining the Department's network of over 500 providers and 3,000 practitioners and resolving complex provider data issues requiring research and analysis of information that typically involves several areas of DMH operations. Establishes priorities for Provider Services Support Staff, establishing goals and quality standards, and in ensuring that staff receives appropriate training and support documentation to implement and manage IBHIS and related practitioner systems.
- Manages information systems analysts who support the Department's technical support and user access on a variety of applications.
- Manages staff engaged in developing user manuals, forms and documentation, and policies and procedures.
- Provides training to system users and the provider network on applications and new business operations.
- Gathers and defines business requirements, develops system requirements, design specifications, and workflow diagrams, and reports. Develops change requests for system upgrades. Develops test plans and manages the team responsible for the test scripts and end-to-end testing.
- Prepares and manages project tasks that include coordination of effort among several Departmental bureaus, assigns activities to team members, monitors and reports status to management and ensures project goals are accomplished within specified time frames.

Requirements**Selection Requirements:**

Option I: Graduation from an accredited* college or university with a bachelor's degree** in Computer Science, Information Systems, or a closely related field and four (4) years of paid, full-time experience, within the last five (5) years in design, development, implementation, operation and maintenance of information systems, one (1) year of which must have been in a lead or supervisory capacity. -OR-

Option II: One year at the level of Senior Application Developer***, Senior Network Systems Administrator****, Senior Operating Systems Analyst***** or Senior Information Systems Analyst*****. Experience must have been in a lead capacity. -OR-

Option III: Five (5) years of paid, full-time experience, within the last five (5) years in design, development, implementation, operation and maintenance of information systems, two (2) years of which must have been in a lead or supervisory capacity.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending,

stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Desirable
Qualifications**

- Experience managing the operations of a small to medium unit that provides support to external users of the organization.
- Experience implementing web-based applications to a large number of end-users.
- Strong organizational, performance management skills
- Knowledge of Integrated Behavioral Health Information System (IBHIS).
- Knowledge of Microsoft Customer Relations Management Software
- Knowledge of business analysis.
- Knowledge of the integration of the service/provider/revenue codes and the funding source and fee definition tables.
- Experience in support of EHR/EMR (Electronic Medical Record) modules/applications.
- Excellent interpersonal and oral communication skills including the ability to effectively communicate complex & technical ideas to managers within the organization.
- Creative & innovative, possesses the ability to automate manual processes.

- Strong written communication skills (including creating easily understood diagrams, graphs, reports, instruction sets, knowledge databases, policy and procedures).

**Special
Requirement
Information**

*Accreditation: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

** In order to receive credit for any college coursework or any type of college degree such as bachelor's or master's degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the areas of specialization, at the time of filing or within 15 calendar days from the filing date.

***Experience at the level of Senior Application Developer In the County of Los Angeles is defined as performs a wide range of application development related duties including analysis, design, evaluation, development, coding, testing and maintenance of complex application systems.

****Experience at the level of Senior Network Systems Administrator In the County of Los Angeles is defined as provides comprehensive support of complex network and server operating system environments. Under direction, incumbents perform a wide-range of network-related duties, including the design, implementation, and maintenance of complex networks.

*****Experience at the level of Senior Operating Systems Analyst in the County of Los Angeles is defined as supports complex operating systems and associated software and hardware on midrange servers or mainframes hosting critical applications in a high-availability environment. These environments require formal change management and problem resolution procedures, highly fault tolerant configurations, and comprehensive back-up and recovery solutions.

*****Experience at the level of Senior Information Systems Analyst In the County of Los Angeles is defined as performs specialized complex information systems analysis and provides expertise in one or more areas of systems analysis.

Accreditation Information

Accreditation: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

**Examination
Content**

This examination will consist of a qualifying assessment of each candidate's background on the basis of information provided on application and supplemental questionnaire at the time of filing to determine the level and scope of the candidate's preparation for this position. The candidates with the highest qualifications as determined by the screening process will be invited to the interview weighted 100%. The interview will assess education, experience, personal fitness and general knowledge and abilities to perform the duties of the position.

Candidates must achieve a passing score of 70% or higher in this examination in order to be placed on the Eligible Register.

**Special
Information**

Past and present mental health clients and family members are encouraged to apply.

**Vacancy
Information**

The resulting eligible register for this examination will be used to fill a vacancy in the Central Business Office/Provider Services Office, Department of Mental Health.

**Eligibility
Information**

The names of candidates receiving a passing grade in this examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. No person may compete for this examination more than once every twelve months.

Available Shift

Day

**Application and
Filing
Information****ONLINE FILING ONLY**

Applicants are required to complete and submit an online Los Angeles County Employment Application and Supplemental Questionnaire in order to be considered for this examination. Paper applications,

resumes, or any unsolicited documents will not be accepted in lieu of completing the online application.

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

INSTRUCTIONS FOR FILING ONLINE:

To apply online, CLICK on the tab above or below this bulletin which say, Apply to Job .

Click on the link below to access the Supplemental Questionnaire:

http://file.lacounty.gov/dhr/ehr/cms1_213981.doc

Candidates must provide copies of all required documents at the time of filing or within 15 calendar days from the application filing date. Clear and legible copies of the required documents (e.g. Supplemental Questionnaire, Diploma, Official Transcripts, etc. MUST BE uploaded as attachments during application submission -OR- sent by email to **cyeung@dmh.lacounty.gov** within 15 calendar days from date of application submission. Please include examination number and examination title in the subject line.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements. To receive credit, your online application must show complete license, education and work experience information. License information section must show title of license, license number, original date of issue, and expiration

date. Education information section must include name and address of school attended, complete dates attended, name of course/s taken, number of units earned, and degree/s earned. Work experience section must include job title, employer name and address, name of work area/facility, actual payroll title held and not the working and/or functional titles, from/to dates of employment including month, day and year, total number of months, total number of hours worked per week - not a range of hours (full or part-time), and complete and detailed description of related job duties. If range of hours is provided, experience will be prorated based on the lowest number of hours worked per week. List separately each job experience to be evaluated.

Applications may be rejected at any stage during the selection process. Applications with missing information required for evaluation will not be accepted. All information supplied by applicants is subject to verification.

County of Los
Angeles
Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above

information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name	Celia Yeung
Department Contact Phone	213-637-4596
Department Contact Email	cyeung@dmh.lacounty.gov
ADA Coordinator Phone	213-738-2823
Teletype Phone	800-735-2922
California Relay Services Phone	800-735-2922
Job Field	Information Technology
Job Type	Professional

[Apply to job](#)[Send to friend](#)[Save to cart](#)[View similar jobs](#)